

CRITICAL SUCCESS FACTORS IN POST ERP IMPLEMENTATION: STUDY ON IFS CUSTOMERS

Thusitha Withanage

The Dissertation submitted in partial fulfillment of the requirement for the degree of Master of
Business Administration in Management of Technology

Department of Management of Technology

University of Moratuwa,

Sri Lanka.

December, 2007

92401

ABSTRACT

Towards the end of the last century, the concept of ERP's was introduced by few giant vendors as the key to success in business organizations. Later, more and more organizations attempt to implement ERP's expecting speedy successes in their business. Surprisingly some organizations have failed to achieve ERP success while some have gained huge benefits. This gives the indication that I:RJ implementation has lot of CSF attached to it. Since many studies have been carried out in the past on CSF related to ERP implementations, this research was designed to identify the CSF's related to post ERP implementation.

Data collection for this research was done using an emailed questionnaire and IFS customers were selected as the research domain. Data analysis suggested that there are unique success factors related to post ERP implementation as any other phase in ERP implementation. Also it was evident that there is a strong relationship between the project success and product success in the selected data sample.